

2-1 Customer Satisfaction

Question	Employee Results	
	Count	Percent
The personnel office keeps me informed about the status of personnel actions *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The staff who provide personnel services have a good understanding of my work unit's operation and mission *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers a reasonable number of candidates for vacancies*		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers candidates for vacancies in a reasonable amount of time *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
1006	11%
3460	39%
1314	15%
1905	22%
1139	13%
8824	100%
1005	11%
2950	34%
1656	19%
2086	24%
1102	13%
8799	100%
846	10%
3821	46%
1769	21%
1227	15%
633	8%
8296	99%
616	7%
2755	33%
1565	19%
2062	25%
1371	16%
8369	100%

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
The personnel office refers high quality candidates for vacancies *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office treats people courteously		
strongly agree	7717	18%
agree	22337	53%
neither agree nor disagree	7851	18%
disagree	3149	7%
strongly disagree	1392	3%
totals	42446	100%
The personnel office keeps people informed about important changes in personnel rules and benefits		
strongly agree	6082	14%
agree	21155	48%
neither agree nor disagree	7643	17%
disagree	6392	15%
strongly disagree	2802	6%
totals	44074	100%
I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need		
strongly agree	5223	12%
agree	16307	38%
neither agree nor disagree	8879	21%
disagree	8835	20%
strongly disagree	3981	9%
totals	43225	100%

Supervisor Results	
Count	Percent
484	6%
2719	32%
2588	31%
1759	21%
818	10%
8368	100%
2068	24%
4611	52%
1327	15%
535	6%
247	3%
8788	100%
1414	16%
3994	45%
1558	18%
1298	15%
608	7%
8872	100%
1334	15%
3154	36%
1539	17%
1818	21%
1016	11%
8861	100%

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
The staff of the personnel office acts with integrity		
strongly agree	6439	16%
agree	18469	45%
neither agree nor disagree	11609	28%
disagree	2865	7%
strongly disagree	1811	4%
totals	41193	100%
If my supervisor can't help me with an employment matter, I can get information or help from the personnel office *		
strongly agree	5741	13%
agree	20035	47%
neither agree nor disagree	8772	21%
disagree	5550	13%
strongly disagree	2642	6%
totals	42740	100%
Rate the overall quality and timeliness of service on:		
.. processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits)		
very good	7911	19%
good	19185	46%
fair	7911	19%
poor	4563	11%
very poor	2585	6%
totals	42155	100%
.. recruitment *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
1955	23%
4109	47%
1845	21%
466	5%
288	3%
8663	100%
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA
1600	18%
3877	44%
1554	18%
1170	13%
547	6%
8748	100%
698	8%
2608	32%
2096	25%
1864	23%
990	12%
8256	100%

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. job and promotion information *		
very good	4212	10%
good	15387	37%
fair	10996	27%
poor	6687	16%
very poor	3805	9%
totals	41087	100%
.. job classification *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. advising on reorganizations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. handling reduction-in-force *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA
635	8%
2444	31%
2318	29%
1629	20%
924	12%
7950	100%
568	8%
1889	28%
2493	37%
1214	18%
655	10%
6819	100%
589	11%
1631	30%
2304	42%
577	11%
323	6%
5424	100%

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. planning and projecting human resource needs *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation		
very good	4318	11%
good	13950	36%
fair	11003	28%
poor	6279	16%
very poor	3201	8%
totals	38751	100%
.. discipline, complaints, and performance management *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. discipline, complaints, and performance appraisal *		
very good	4287	12%
good	15499	43%
fair	10988	31%
poor	3369	9%
very poor	1809	5%
totals	35952	100%

Supervisor Results	
Count	Percent
432	7%
1576	24%
2568	39%
1308	20%
750	11%
6634	100%
950	11%
3006	36%
2019	24%
1528	18%
867	10%
8370	100%
978	12%
2973	38%
2407	30%
1036	13%
524	7%
7918	100%
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA
NA	NA

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. training		
very good	4056	10%
good	14675	37%
fair	11763	30%
poor	5814	15%
very poor	3087	8%
totals	39395	100%
.. awards *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. labor relations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
Overall, the quality of service given by the personnel office is:		
very good	4950	12%
good	19066	45%
fair	11034	26%
poor	5377	13%
very poor	2362	6%
totals	42789	100%

Overall, the timeliness of service given by the personnel office is:		
very good	4518	11%
good	17425	41%
fair	11352	27%
poor	5997	14%
very poor	3068	7%
totals	42360	99%

Supervisor Results	
Count	Percent
842	10%
3358	40%
2333	28%
1194	14%
587	7%
8314	100%
900	11%
3558	42%
2401	29%
1016	12%
505	6%
8380	100%
932	13%
2945	40%
2440	33%
717	10%
405	5%
7439	100%
943	11%
3574	41%
2192	25%
1475	17%
570	7%
8754	100%

802	9%
3047	35%
2135	24%
1868	21%
898	10%
8750	100%

2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
Composite - Customer Satisfaction		
strongly agree/very good	65454	13%
agree/good	213490	43%
neither agree nor disagree/fair	119801	24%
disagree/poor	64877	13%
strongly disagree/very poor	32545	7%
totals	496167	100%

Supervisor Results	
Count	Percent
20795	12%
65012	38%
42286	25%
27884	16%
14869	9%
170846	100%

* Item not included in both supervisor or employee survey.

2-1 (Cont.) Customer Satisfaction

MACOM Breakout

MACOM	Employee Results	
	Count	Percent
AMC		55%
FORSCOM		59%
MEDCOM		55%
TRADOC		62%
USACE		55%
USAREUR		51%
OTHER		55%
TOTAL ARMY		56%

Supervisor Results	
Count	Percent
	52%
	56%
	47%
	57%
	46%
	45%
	47%
	50%

Region Breakout

REGION	Employee Results	
	Count	Percent
Europe		50%
Korea		43%
NC		60%
NCR		45%
NE		60%
Pacific		52%
SC		57%
SE		57%
SW		56%
West		53%
TOTAL ARMY		56%

Supervisor Results	
Count	Percent
	43%
	42%
	55%
	35%
	54%
	42%
	51%
	50%
	51%
	49%
	50%